

TECHNOLOGY UPGRADES



OFFICE OF THE SECRETARY OF
THE COMMONWEALTH

Presentation to Information Technology Advisory Council

August 6, 2012

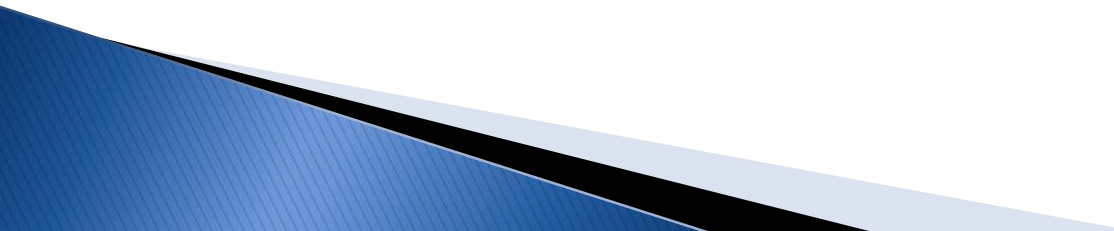
Jennifer B. Aulgur, Deputy Secretary of
the Commonwealth



Divisions

- Notary & Authentications
 - Lobbyist
 - Conflict of Interest
 - Board/Commission Appointments
 - Extraditions
 - Service of Process
 - Community Relations
 - Clemency
 - Restoration of Rights
 - Pardons
- 

Secretariat Challenges

- ▶ All divisions utilized database system called IQ (Lockheed Martin contract)
 - ▶ Database while functional, did have challenges
 - ▶ Many workflows/business processes that could be perhaps automated were being done manually (example: board/commission applications)
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Governor's Challenge

Agencies need to look for ways to become more efficient and effective.


For our Secretariat – this meant technology upgrades.



VITA

Worked with VITA's Workplace
Productivity team on integrating all
divisions from IQ to CRM (Microsoft
product)

Division Directors were highly involved
with building the systems around
business processes.



Timeline

April 2010

Began with building online board/commission board portal

Summer 2010

Tweaked board/commission portal & moved onto start other divisions to migrate to CRM

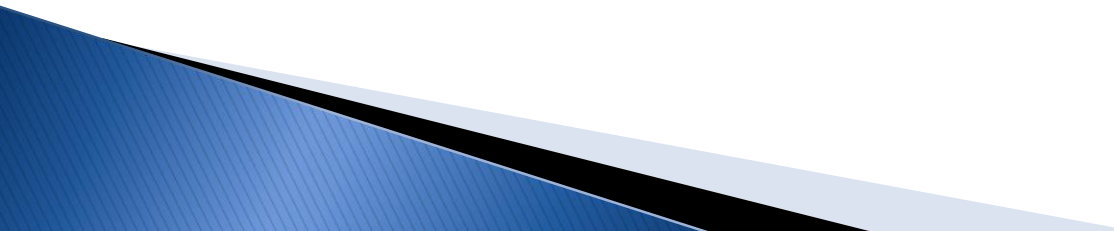
2011

RoR, Conflict of Interest, Community Relations, Service of Process

2012

Test Conflict of Interest, Migrate historical board data over to CRM, Lobbyist Registration/Disclosure, working now on Pardons and Extraditions

Results

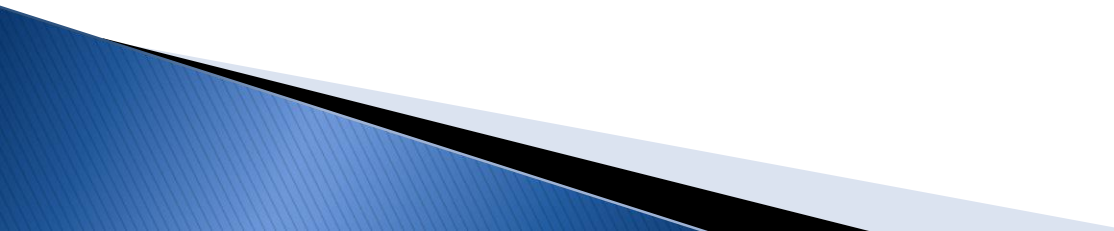
- ▶ Backlogs erased
 - ▶ Productivity increased – employees like CRM much more than IQ
 - ▶ CRM product very flexible
 - ▶ On-site support and troubleshooting with VITA team
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Cost of Results

- ▶ Total cost to agency – estimated to be \$600K over 2.5 years
- ▶ SOC more than paid for this in reduced costs, particularly when we add the infrastructure savings to the operations and staff salary/hourly savings
- ▶ Moving forward, the **estimated savings for SOC over next two years is \$200K** which includes a smaller infrastructure bills, improved processing, elimination of vendor fees, reduced paper and postage costs and reduced staff size through attrition (efficiencies have eliminated the need to re-fill vacated position).


Community Relations

Centralized team that manages correspondence and requests for the Governors Office and Cabinet Staff

- 3,000 e-Mails, Web Forms, Letters, Postcards and Faxes a week
 - Estimated 50 special requests a week
 - Estimated 2,500 phone calls and walk-in visits a week
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Community Relations

Benefits

- Staff of 6 FTE's, (Originally 6 FTE and 6 PT)
 - Processing time reduced by 45%
 - Creates metrics and analysis for the Governor on trending topics and hot issues
 - Ensures that cabinet staff have data and tools to respond to citizens
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Letters and Correspondence

Microsoft Dynamics CRM

Nancy Kuppich
Office of the Governor 2011

File Letter Customize

Mark Complete Save Save & Close Save & New Delete

Attach File Add Note To Opportunity Connect Add to Queue Queue Item Details Copy a Link E-mail a Link Run Workflow Start Dialog Run Report

Save Include Convert Activity Collaborate Process Data

CR Letter Form

Letter

Letter received on 2/13/2012

Activities

Letter

Sender: [User] Address: [Field]

Recipient: [Field] Direction: ☒ Incoming ☐ Outgoing

Cc: [Field] Bcc: [Field]

Subject: Letter received on 2/13/2012

Use of Cell Phone and other PEDs
called for all states to ban all non-emergency use drivers of cell phones and other The National Transportation Safety Board has by all PEDs, whether hand-held or hands-free. The NTSB does personal electronic devices. NTSB's recommendation extends to not have policy regulation, but its views are authority to impose this by policy makers. often held in high regard by federal and state
Posted by [User] on Tuesday, December 13, 2011 at 05:57 PM Permalink I
TrackBack
TrackBack URL for this entry: <http://www.typepad.com/services/trackback/6a00d83451b7a769e201543840d17f970c>
Listed below are links to weblog that reference The National Transportation Safety Board Call for Banning All Non-Emergency Driver Use of Cell Phone and other PEDs:
Comments
I just can't resist commenting that, while I generally support regulation of a variety of sorts, this is the most outrageously ridiculous instance of s

Regarding: Letter - D L P 1-2/13/2012

Owner: [User]

Due: [Field] Priority: Normal

Activity Status: Completed



COMMONWEALTH of VIRGINIA

Office of the Governor

February 20, 2012

Handwritten signature of Governor Robert F. McDonnell

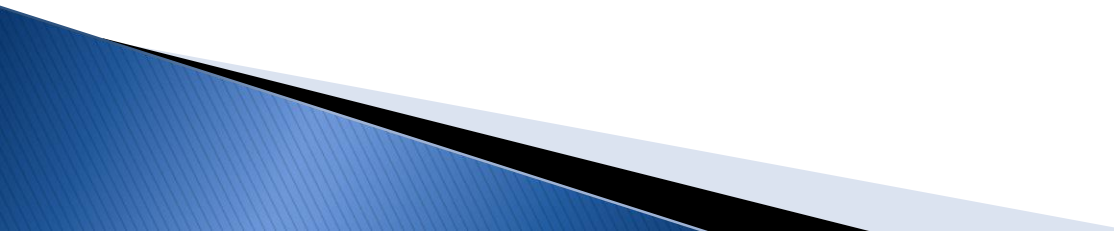
Thank you for contacting the Office of Governor Robert F. McDonnell. Governor is in receipt of your letter regarding the proposal of legislation affecting the telecommunications devices while operating a motor vehicle, and he greatly appreciates you taking the time to share your thoughts and ideas. He has asked me to convey his thanks to you on his behalf.

It is very important to the Governor that every Virginian's voice is heard, and it is his duty to him to know the concerns of citizens across the Commonwealth. For your input, all new laws and/or changes in laws must originate as bills. For a bill to be

Notary and Authentications

- Supports 120,000 notaries
- 30,000 new notary applications
- 25,000 documents have been authenticated
- Results
 - 3 year savings projected - \$340,000
 - Cleared 4 week backlog
 - Reduced turnaround by 25 days to 7 days
 - 50% staff reduction

Board Appointments

- ▶ With online portal accepting applications and nominations – data entry reduction of 50%
 - ▶ Working out of one database
 - ▶ Reports easier to generate
 - ▶ Reduces number of steps in business processes (ex. Can track emails from Outlook to CRM)
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Questions?